

ROAD MAP FOR 2021



*“Breaking the Cycle
Improving young lives”*

**Patron:
Colonel Edward Bolitho
Lord Lieutenant of Cornwall**

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Charity Registration Number: 1169622
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Executive Introduction

White Gold Cornwall has remained and intends to continue working during the COVID pandemic because it was very clear to the Management team, Staff and Trustees that the difficulties that young people and their families are experiencing are probably increasing.

Whilst Referrals to White Gold Cornwall continue to be made by a range of agencies, we are seeing an increase in self-referrals. These referrals come without financial support, primarily from parents concerned with their child's mental health decline over the COVID period. These referrals are coming from families who are not involved with Social Care or other organisations. The need for funds is higher than ever before.

Policies and procedures have been reviewed and close attention is paid to updating risk assessments, reflecting changes in lockdown states in accordance with the guidelines laid down by the Government to ensure that all were concerned remained safe. All policies and procedures are updated and reviewed regularly and are available on our website.

The Trustees decided that renewing the 3 Year Plan for White Gold Cornwall was not appropriate given the uncertainty emanating from the COVID pandemic. It was therefore decided to prepare a 12 month interim plan.

Service Background

White Gold Cornwall Foundation (WGC) provides one to one support for children, young people and young adults throughout Cornwall and the Isles of Scilly many of whom have failed to engage with other organisations and services and often lack aspiration or an insight as to how their lives might be enhanced.

WGC is unique in providing a non-judgmental but realistic approach that is tailored to individual needs of young people up to the age of 30 years. We will never turn away anyone due to lack of funding.

Our ethos is founded on a "can do" approach that is fully adopted by all our workers who frequently "go the extra mile" in order to realise objectives.

Forming a trusting relationship is an essential element of our work and we consider the personalities, interests and background of individuals and allocate workers with the most appropriate skills, experience and personality to develop such a relationship. Meeting parents and carers enables us to discuss the support that we are offering and provide the opportunity to encourage them to be involved in meeting objectives.

White Gold Cornwall contributes to genuine public safety for the people of Cornwall and the Isles of Scilly.

MISSION, VISION AND VALUES

Mission Statement:

Our aim is to enable young people to reach their full potential and improve their well-being.

Our Vision:

Every young person will thrive and have self-worth and will live in a safe community.

Our Values:

Honesty, Fairness, Respect and Equality.

Our Organisation

White Gold Cornwall started as a Pilot Project in St Austell in 2003 targeting youth offenders to reduce offending.

2010 White Gold became a Community Interest Company due to changes in public funding.

2017 White Gold founded as a Charity.

The registration number of White Gold is 1169622.

It is recognised by HMRC and regulated by the Charity Commission.

What Do We Do?

Our work includes supporting, guiding, if appropriate, challenging young people who:

- Are vulnerable or at risk.
- Present unacceptable or challenging behaviour.
- Are excluded from, or failing to engage in, education.
- Lack confidence, self-esteem and/ or social skills.
- Are involved, or at risk of becoming involved, with the Criminal Justice System.

We aim to improve mental and physical wellbeing, highlight potential and provide alternative views in order to enhance life opportunities that benefit individuals, their families and local communities.

White Gold Cornwall – A Unique Service

- Age range of Clients – up to 30 years old.
- Non-Judgmental
- Realistic
- Risk assessed Individually tailored programmes
- Information Sharing Protocol with Devon and Cornwall Police
- Advocacy
- Initial home visits – currently during COVID these are not undertaken by the Operations Managers but more robust and detailed conversations take place ensuring the safety of the workers. It is hoped that when restrictions are eased these will be resumed
- Access to free legal advice for debt and welfare matters
- Consistent and committed support
- Creative and Positive Working Relationship with Service Users.

We support young people regardless of their:

- Circumstances
- Gender
- Sexual orientation
- Race
- Religion or belief
- Disability
- Behaviour
- Mental and/or physical health

Objectives:

- (a)** To support and advocate for young people up to the age of 30 years old living in Cornwall and the Isles of Scilly.
- (b)** To promote social inclusion for the public benefit by preventing people from becoming socially excluded.
- (c)** To promote inclusion and social justice
- (d)** To address the needs of those young people who are socially excluded.

For the purpose of this clause “socially excluded” means being excluded from society, or parts of society, as a result of one or more of the following factors: child sexual exploitation; unemployment; financial hardship; youth; well-being (physical or mental); substance abuse or dependency including alcohol and drugs; poor educational or skills attainment; cultural/religious belief; relationship and family breakdown; refugee status; crime (either as a victim of crime, as an individual at risk of becoming involved with the Criminal Justice System or as an offender rehabilitating into society). The above is not an exhaustive list and White Gold Cornwall will adapt to the changing needs of society.

Our current services for young people include:

- Bespoke mentoring, advice, support to gain self-esteem, positive life skills and participation in society.
- Organising and referring to programmes of physical, educational and other relevant activities – as permitted.
- Liaising with statutory organisations and other agencies on behalf of young people.
- Restorative Justice
- Supporting offenders while seeking help with NEET and accommodation
- Help and assist victims of crime, upon referral from the Victim Care Unit Co-Ordinator and offer practical help with housing needs, re-integration into society, emotional support due to the crime and assistance on all levels to meet the individual needs of the victim.
- Free legal advice for debt, welfare benefits, family matters and employment. This is provided by the Dracaena Centre in Falmouth which currently runs a free legal advice clinic which has access to specialist lawyers at the Legal Advice Centre in London. White Gold staff are specifically trained how to access and support their clients to receive this free legal advice from the clinic.

Challenges:

- Operating within the COVID pandemic. There are less face to face contacts with the young people during lockdowns. Venues for activities continue to be restricted, if indeed open and travel is limited creating challenges with contact sessions. Zoom contacts remain an alternative.
- Reduced public sector funding.
- Increase in self-referrals without funding. These are primarily coming from anxious parents/carers for young people who are finding the lockdowns and restrictions hard to cope with in their education and mental health.
- Cumulative impact of reduced resources across all partner agencies in the Public Sector to purchase services.

Financial Information

Accounts for 2019 [2019 Charity Accounts.pdf](#)

Financial Statement for 2020

<file:///C:/Users/WhiteGold/Documents/Charity/Reports/Finance/Financial%20Report%202020.pdf>

The surplus includes 3 months reserves in line with the Charity Commission guidance.

Part of the grants obtained in 2020 remain for support in 2021.

We have used the Government Furlough Scheme to protect and support workers, where appropriate, ensuring the stability of their contracts.

Our focus for the charity has been to stay solvent and sustainable whilst looking ahead post-COVID.

In November 2020 we were given support by an anonymous donor who has agreed to help White Gold Cornwall for 3 years with core costs to the sum of £8,000 per annum. This has given White Gold financial security going forward. We have also been given £2,000 to be used towards training our workers with mental health issues, suicide prevention and challenging behaviour.

Aims for 2021

We aim to maintain our standards and promote the value base including raising aspirations for young people;

- Ensure safe Covid working practices are maintained by all staff
- To maintain financial security
- To continue to work to best practice;
- To maintain the Information Sharing Protocol with Devon and Cornwall Police
- To maintain staff training and develop a highly skilled workforce. To include edigital online training, bereavement training, first aid, safeguarding, mental health, suicide prevention and challenging behaviour.
- Adapting the organisation to current and new circumstances and preparing the organisation for post Covid and an anticipated increase in demand
- Being aware of new social issues and impact as a result of Covid and planning for them for the future

Board of Trustees

Colonel Edward Bolitho (Lord Lieutenant of Cornwall) – Patron

John Cousins – Chair

John Green

Larry Sharma

Bob Crossland

Geoff Tate

Howard Stevens

Judith Dumbrell – Treasurer

Joanne Duncan

Inspector Miles Topham (Board Advisor)

Our Trustee Board has responsibility for the governance and strategic direction of White Gold Cornwall – ensuring that we uphold our ethos and purpose and delivers our values and beliefs. Our Board meets three times per year. However, the Trustees are approachable, amenable, flexible, dynamic, motivated and Ambassadors for the Charity and can be contacted between Board Meetings for advice and assistance. Each Trustee brings additional skills which strengthens the Board collectively and therefore supports the CIO to be a very strong service provider within our field.

All Board Members have signed Statutory Declarations of no conflict of interest. Our Board makes all major decisions and reviews a flow of information regarding services, finance, health and safety and quality assurance.

High risk young people/adults are always brought to the attention of the Board.

Board members are encouraged to attend staff training events and the weekly Management Meetings held.

Board members, as and when necessary, act as mentors or offer personal support to members of the staff team. All Board members are DBS checked.

Management Team

Alan Milliner – CEO
Sally Ackerley – Office Manager
Tom Saddler – Operations Manager (East)
Jan Rogers – Operations Manager (West)

Engagement Workers (including volunteers)

Currently 17 throughout Cornwall & Isles of Scilly

Risk Management:

White Gold Cornwall has always recognised the importance of risk management with individuals with whom we work, our staff and the organisation and the broader community of Cornwall and the Isles of Scilly. As an organisation we contribute to community safety therefore risk is a top priority.

The referrals we receive are assessed and we have adopted Cornwall and the Isles of Scilly Safeguarding Children Board Threshold Tool with a traffic light system.

- The highest risk young people “red” are our priority group and as such their issues can be shared and dealt with on a daily basis and also are dealt with at our weekly management meeting and then brought to the attention of delegated Board members. We have developed a Safeguarding Alert Sheet for each “red” young person for their files.
- All risk issues, not restricted to client issues, are discussed at weekly management meetings. The management team refer high risks to Board to the Chair between meetings and high level risks are tabled at Board meetings.

- During 2020 one of our experienced Trustees, who has significant knowledge with risk assessments, created a comprehensive Risk Assessment for the Engagement Workers during Covid 19. This is reviewed weekly and updated and then re-circulated to the team. This is a dynamic document which is amended when new legislation or Government guidance changes. The safety of our workers and young people is paramount.

Our Marketing Plan

Our Current advertising and promotion is through:

- Website – This is regularly updated with up to date information and opportunities by White Gold Cornwall’s Office Manager.
- Facebook – Our Facebook page is reviewed and updated regularly. We have many followers to the page and this is seen as the most efficient way of marketing the organisation through Social Media.

We will take every opportunity for digital and media marketing as well as our above Social Media platforms together with traditional media to promote the work of White Gold.

We continue to work in partnership with other organisations.